

ABSTRACT OF THE DISCLOSURE

The present invention relates to a method and to a communication system for generating a response message to incoming messages. The system includes an interactive machine, a switchboard unit, a voice input module and a voice output module. The incoming messages are configured as real-time calls, as stored calls or as text messages. A standardized address is established for these messages and is fed to a voice input module. An inquiry directed to a database is established via process steps in an acoustic preprocessing unit, a speech recognition unit and a text output dispatcher. Response messages from the database are transferred to the origin of the incoming message either directly or via a text preprocessing unit, a speech synthesis unit and a voice output dispatcher. Calls that cannot be processed are switched to an agent. The modular design of the communication system allows for the use of different products of speech synthesis or speech recognition without new integration.